BTEC Assignment Brief

Qualification	Pearson BTEC International Level 3 Diploma in Engineering Pearson BTEC International Level 3 Diploma in Electrical/Electronic Engineering Pearson BTEC International Level 3 Diploma in Mechanical Engineering Pearson BTEC International Level 3 Diploma in Digital Engineering Pearson BTEC International Level 3 Diploma in Manufacturing Engineering Pearson BTEC International Level 3 Extended Diploma in Engineering Pearson BTEC International Level 3 Extended Diploma in Electrical/Electronic Engineering Pearson BTEC International Level 3 Extended Diploma in Mechanical Engineering Pearson BTEC International Level 3 Extended Diploma in Digital Engineering Pearson BTEC International Level 3 Extended Diploma in Manufacturing Engineering
Unit number and title	**Unit 34: Computer Systems Support and Performance**
Learning aim(s)	**D:** Review the support provided for a computer system and reflect on own performance
Assignment title	Review and reflect on your performance during the support of a computer system
Assessor	
Issue date	
Hand in deadline	

Vocational Scenario or Context	Now that the development and application of your computer support plan is complete, your manager would like you to review and reflect upon your own performance during the tasks. You are required to produce a written report to evaluate what went well and what could be improved upon as part of your continued professional development as an engineering technician.

Task 1	In your report you should include a personal review on how your maintenance plan for the two internal systems promotes business continuity. You should reflect on how you covered the following: ● Health and safety during the maintenance process ● Computer support skills, such as planning of time and resources for critical systems ● General engineering skills ● Commercial and customer awareness to help ensure customer needs are met and relationships are maintained ● Planning to ensure critical systems are available which can take significant time and resource to

	change ● Communication and literacy to respond to requests for support that are sometimes time critical and essential to maintain an organisation's productivity ● Application of relevant behaviours In producing your report you should use professional and engineering terminology accurately.
Checklist of evidence required	● A written report on the self-reflection on the outcome of your own maintenance support plan.

Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria you must show that you are able to:
34/D.D3	Demonstrate consistently good technical understanding and analysis of computer support, including the application of relevant behaviours and general engineering skills to a professional standard.
34/D.M4	Recommend improvements to the support of the computer system and to the relevant behaviours applied.
34/D.P6	Explain how health and safety, computing and general engineering skills were applied effectively during the support of a computer system.
34/D.P7	Explain how relevant behaviours were applied effectively during the support of a computer system.

Sources of information to support you with this Assignment	● International Standards Organisation (iso.org) ● Spiceworks - Tips and problem solving techniques for IT Professions (spiceworks.com) ● The PC Guide and detailed technical reference (pcguide.com) ● Limoncelli, T., Hogan, C. J. and Chalup, S. R., The Practice of System and Network Administration (2nd edition), Addison Wesley, 2007 (ISBN 978-0-3214-9266-1) ● McRae, K., Computer Manual: The Step-by-step guide to upgrading, repairing and maintaining a PC (5th edition), Haynes & Co. Ltd, 2010 (ISBN 978-1-8442-5928-1) Above are some examples of websites. Further useful resources may be found at qualifications.pearson.com/en/support/published-resources.html#step1